Helpdesk Administrator
Directorate of Estates & Campus Services

Closing date: 25 May 2018
Interview date: 18 June 2018
Vacancy reference: 6660
INTRODUCTION

The Directorate of Estates & Campus Services (DECS) is the largest support department within the University of York. The Facilities Helpdesk is part of the DECS Administration & Information Team and is the central point of contact for internal customers and external contractors.

The Facilities Helpdesk provides a dedicated customer care facility and acts as a first point of contact for customers wishing to access the wide range of services provided by the Directorate.

The working pattern requires early starts on alternate weeks as the office operates between 07:30 to 17:00 Monday to Friday.

Stephen Talboys,
Director of Estates and Campus Services
Main purpose of the role
To work as part of a team to provide a dedicated customer care facility and act as a first point of contact for customers wishing to access the wide range of services provided by the Directorate.

Key responsibilities
(Role holders will be required to undertake some or all of the duties below)

- To act as a point of contact either by telephone or in person and provide a reception and hospitality service for visitors.
- Manage the diary of a line manager(s) typically arranging internal and external meetings and making travel and accommodation arrangements.
- Provide administrative support to departmental committees and meetings by preparing the agenda and taking, transcribing and circulating minutes.
- Assist in the preparation & production of a wide range of department documentation in different media including maintaining information on web pages/site.
- To input & extract data and service-related information into and from databases, and spreadsheets, and maintain both an electronic and paper-based filing system.
- Maintain a stock of office consumables and place service call outs relating to office equipment (photocopiers, phones, and printer).
- To receive service-related payments and administer a petty cash system.
- Provide a dedicated customer-care facility and the first point of contact for Directorate’s customers.
- Operate the Directorate’s facilities management information system (Planon) and to provide, as part of a small team, the required administrative, analytical and statistical support.
- Operate the visitor registration system (VisitorNet) to register contractors/consultants on/off campus.
- To provide a day-to-day administrative and secretarial service to sections of Directorate as required, utilising appropriate software packages, currently Microsoft Office (Excel, Word and PowerPoint) and the University’s financial accounting system, Agresso.
- Give customers advice on how to obtain any of the wide range of services available across all parts of the Directorate.
- Process all requests for repair-type work from start to finish including the interpretation of the request, advice on rechargeable work, the prioritising of the work requested, on-going customer liaison during the work-in-progress stage, post completion review, customer satisfaction reporting.
- Assist in the preparation of statistical information and management reports.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.

JOB DESCRIPTION

At a glance

<table>
<thead>
<tr>
<th>Salary</th>
<th>Grade 3; £18,263 - £21,585 per year</th>
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<tbody>
<tr>
<td>Hours of work</td>
<td>Full time; 37 hours per week</td>
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<tr>
<td>Contract type</td>
<td>Fixed term; until 18th March 2019</td>
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<tr>
<td>Based at</td>
<td>Heslington Campus West</td>
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Provide a dedicated customer-care facility and the first point of contact for Directorate’s customers.

Operate the Directorate’s facilities management information system (Planon) and to provide, as part of a small team, the required administrative, analytical and statistical support.

Operate the visitor registration system (VisitorNet) to register contractors/consultants on/off campus.

To provide a day-to-day administrative and secretarial service to sections of Directorate as required, utilising appropriate software packages, currently Microsoft Office (Excel, Word and PowerPoint) and the University’s financial accounting system, Agresso.

Give customers advice on how to obtain any of the wide range of services available across all parts of the Directorate.

Process all requests for repair-type work from start to finish including the interpretation of the request, advice on rechargeable work, the prioritising of the work requested, on-going customer liaison during the work-in-progress stage, post completion review, customer satisfaction reporting.

Assist in the preparation of statistical information and management reports.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educated to GCSE level to include 5 passes at Grade C or above, or an equivalent educational qualification, or relevant experience</td>
<td>Essential</td>
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<tr>
<td>ECDL or equivalent</td>
<td>Desirable</td>
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### Knowledge

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<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Knowledge and understanding of the administrative practices, procedures and techniques used in an administrative office</td>
<td>Essential</td>
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<tr>
<td>Working knowledge of Microsoft Office applications and systems</td>
<td>Essential</td>
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<tr>
<td>Familiarity with working within a University/Higher Education institution</td>
<td>Desirable</td>
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<tr>
<td>Experience of providing Helpdesk support</td>
<td>Desirable</td>
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<tr>
<td>Knowledge of facilities management operations</td>
<td>Desirable</td>
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<tr>
<td>Knowledge of google applications or google scripts</td>
<td>Desirable</td>
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### Skills, abilities and competencies

<table>
<thead>
<tr>
<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Competent in using Microsoft Office applications</td>
<td>Essential</td>
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<tr>
<td>Ability to input &amp; extract data from databases &amp; spreadsheets &amp; prepare relational reports</td>
<td>Essential</td>
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<tr>
<td>Competent in maintaining data in electronic and paper based filing systems</td>
<td>Essential</td>
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<tr>
<td>High standard of numeracy &amp; literacy skills with the ability to produce accurate e-mails, letters, reports, briefings and memoranda</td>
<td>Essential</td>
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<tr>
<td>Ability to contribute to the production of promotional material and literature</td>
<td>Essential</td>
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<tr>
<td>Ability to maintain a stock of office consumables</td>
<td>Essential</td>
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<tr>
<td>Ability to complete work tasks to deadlines and to a specified standard</td>
<td>Essential</td>
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<tr>
<td>Ability to administer a petty cash system &amp; monitor income &amp; expenditure against a simple budget</td>
<td>Desirable</td>
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<tr>
<td>Ability to prepare agendas and take and transcribe minutes to a high standard</td>
<td>Desirable</td>
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## PERSON SPECIFICATION

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<thead>
<tr>
<th>Experience</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Relevant experience of working in an administrative role in a busy office within a large complex organisation</td>
<td>Desirable</td>
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<tr>
<td>Experience of providing an excellent standard of customer service</td>
<td>Desirable</td>
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<tr>
<td>Experience of reprioritising work in fast changing environment</td>
<td>Desirable</td>
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### Personal attributes

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<thead>
<tr>
<th>Personal attributes</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Able to work as a member of a team</td>
<td>Essential</td>
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<tr>
<td>Able to work flexibly, under pressure and to tight deadlines</td>
<td>Essential</td>
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<tr>
<td>Confident, outgoing and able to communicate with people at all different levels</td>
<td>Essential</td>
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<thead>
<tr>
<th>Additional personal attributes</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>The Directorate of Estates and Campus Services (DECS) has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values and therefore the following personal attributes are essential. A full copy of our values can be found on our website: <a href="#">DECS values</a>.</td>
<td>Essential / Desirable</td>
</tr>
<tr>
<td>Be honest, consistent and fair in all dealings with colleagues and be welcoming and inclusive to others.</td>
<td>Essential</td>
</tr>
<tr>
<td>Have strong team spirit and pride in your standard of work.</td>
<td>Essential</td>
</tr>
<tr>
<td>Value colleagues and support their commitment to behaviour that is consistent with DECS core values.</td>
<td>Essential</td>
</tr>
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Our mission within the Directorate of Estates and Campus Services (DECS) is to create an excellent environment in which to learn, live and work.

Our role is ‘to provide services and facilities to the core business of the University and the wider University community’. We monitor service levels, ensuring that we deliver these safely, to a high quality, and in a timely manner to meet the University’s operational needs.

DECS is split into three main areas of service delivery, each overseen by a Director:

**Estates Operations**

Are responsible for providing a ‘fit for purpose estate’, ensuring:

- well-planned operations and maintenance of the University's Buildings and Grounds, whilst meeting environmental sustainability objectives;
- the efficient provision of requisite infrastructure and of utility supplies;
- that the University’s Estate meets health, safety and other statutory compliance requirements.
- the effective management of the University’s property portfolio.

**Estates Development**

Leads the sustainable development of the campus:

- setting out the vision, master plan framework, estate strategy and design standards for the campus;
- forms and manages the programme of investment projects, including for new buildings, infrastructure and the refurbishment of existing assets to meet the needs of the University

**Campus Services**

Oversees a range of critical services to deliver a great experience for students, staff and hosted businesses:

- ensuring the efficient allocation of University space through managing the University's residential accommodation service, learning spaces (timetabling, room bookings and audio visual technology), space audit and space planning activity;
- providing effective facilities services including cleaning, travel and mail room services;
- leading highly-engaging customer relationship teams, through operating a range of receptions, and the Facilities Helpdesk;
- ensuring teams in business systems, marketing and communications, recruitment, training and general administration support the best possible decision making across DECS.

DECS is the largest of any of the University Departments and we appreciate that successful service delivery can only be realised through motivated staff. To this aim DECS has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values. A full copy of the values can be found at: [DECS Values](#)

Finally DECS is developing a Quality Management System that will promote an environment that encourages continuous improvement. All members of DECS are encouraged to examine the services we deliver and look at ways of making them better and more efficient.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and are ranked 16th in the Times & Sunday Times league table (2017). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6660
- Complete the online application form

You will need to submit your completed application by midnight (GMT) on 25 May 2018

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to sarah.lake@york.ac.uk or catherine.browne@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835